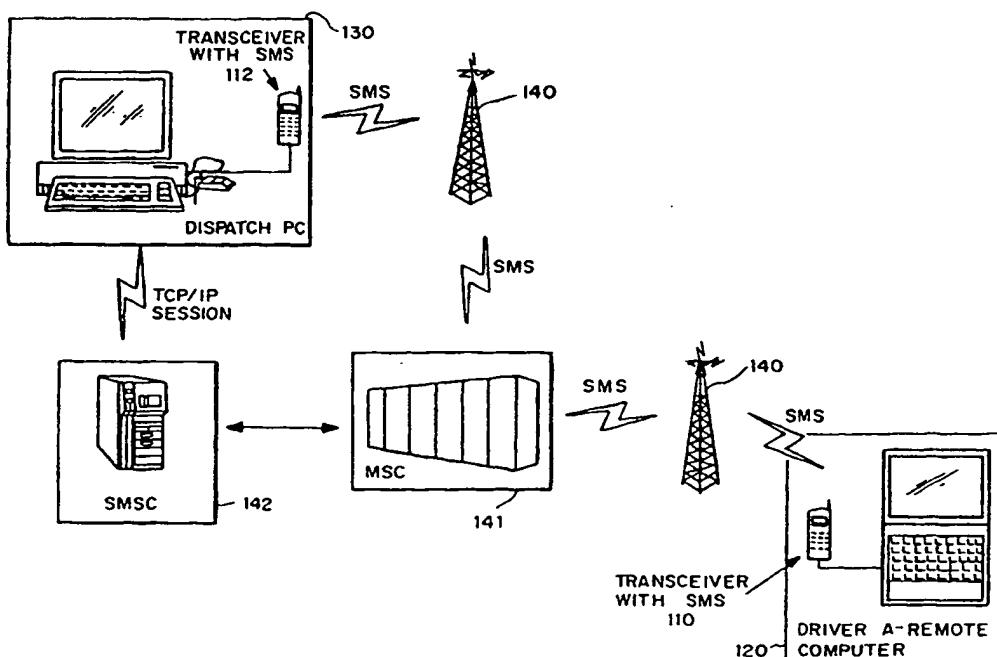




INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification 6 : H04M 11/00		A1	(11) International Publication Number: WO 00/02371 (43) International Publication Date: 13 January 2000 (13.01.00)
(21) International Application Number: PCT/US99/15137			(81) Designated States: AE, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, US, UZ, VN, YU, ZA, ZW, ARIPO patent (GH, GM, KE, LS, MW, SD, SL, SZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).
(22) International Filing Date: 6 July 1999 (06.07.99)			
(30) Priority Data: 60/091,810 6 July 1998 (06.07.98) US			
(71) Applicant (for all designated States except US): BELLSOUTH INTELLECTUAL PROPERTY CORPORATION [US/US]; Suite 501, 824 Market Street, Wilmington, DE 19801 (US).			
(72) Inventors; and			Published
(75) Inventors/Applicants (for US only): HART, John, P. [US/US]; 1004 Shannon Court, Raleigh, NC 27603 (US). SMITH, Wayne, H. [US/US]; 179 Queen Street, Charleston, SC 29401-6911 (US).			With international search report.
(74) Agents: STOCKWELL, Mitchell, G. et al.; Kilpatrick Stockton LLP, Suite 2800, 1100 Peachtree Street, Atlanta, GA 30309-4530 (US).			

(54) Title: DISPATCH APPLICATION UTILIZING SHORT MESSAGE SERVICE



(57) Abstract

A dispatch communication and management system and method, preferably based on the SMS function (142) of the GSM specification, allows a dispatcher (130) and a remote service technician (120) to exchange messages in a prescribed format to alternately enter event information into a customer service record.

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INTERNATIONAL SEARCH REPORT

International application No
PCT I:S99/15137

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) :H04M 11/00

US CL : 455/466, 379/93.12

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 455/466, 561, 31.3, 556, 557; 379/93.12; 705/8

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

APS

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5,719,918 (SERBETCIOUGLU et al.) 17 February 1998, col 8, line 1 to col 9, line 11 and col 6, lines 31-40.	1-10,12-16
Y	US 5,737,728 (SISLEY et al.) 07 April 1998, col 5, lines 20-59.	1, 4-6, 8-10, 12-16
Y,P	US 5,797,089 (NGUYEN) 18 August 1998, col 2, line 65 to col 3, line 15.	1-3, 6
Y,P	US 5,878,351 (ALANARA et al.) 02 March 1999, col 2 line 54 to col 3, line 21.	2, 6-8,10

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Date of the actual completion of the international search
15 SEPTEMBER 1999

Date of mailing of the international search report

22 OCT 1999

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Blane J. Jackson